



Military Health System Health Care Reengineering:

Be an Innovator and Create the Future!

Title of Initiative: TRICARE CLAIMS PROCESSING – INDUSTRY LEADER

Type of Initiative: MHS-wide

Implementation Site(s): TRICARE Management Activity

Implementation Location(s): Aurora, CO

Date Submitted: November 2001

DESCRIPTION OF INITIATIVE

TRICARE Management Activity initiated a Claims Process Re-engineering program designed to improve performance of TRICARE claims processing to address customer concerns. Through a variety of approaches, including an innovative partnering with TRICARE managed care contractors, TRICARE claims processing is now leading the industry according to several key indicators.

1. Please identify the several indicators.
2. Please describe the process of how the claims processing program became the industry leader? For example, what performance measures or processes were put in place to aid in becoming the industry leader? We want to capture some of the performance levels used on the poster in the initiative write up.

Results of Initiative:

The Claims Processing Re-engineering program improved beneficiary and provider satisfaction. Over 98 percent of claims processed within 30 days and over 99.9 percent processed within 60 days. The average turnaround time was 12 days. The industry standard is 15 days. Returned claims were less than 4 percent. The industry standard was greater than 25 percent.

HCR Reference Number: 01039

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